

USPS Report on PRC Rate and Service Inquiries for June 2012

The Postal Regulatory Commission referred 70 inquiries to the Postal Service in June. Customers received responses on average within 15 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (37) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (23) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (10) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

2012 Stamp Out Hunger Food Drive Results

Thanks to the generosity of customers and employees, the 2012 “Stamp Out Hunger” Food Drive was a resounding success.

The Postal Service, the National Association of Letter Carriers (NALC), Feeding America, the Campbell Soup Company, and other partner organizations — including the National Rural Letter Carriers Association and other USPS employees — worked together and collected more than 70.5 million pounds of food during the nation’s largest single-day food drive.

This year marked the 20th anniversary of the 2012 “Stamp Out Hunger Food Drive” and was the ninth consecutive time donations totaled more than 70 million pounds. Since the program began in 1992, more than 1 billion pounds of food has been collected to help feed America’s hungry.

Recent statistics indicate that about 50 million Americans — including 17 million children — now live in families that lack sufficient food.

NALC President Fredric Rolando noted, “These results will enable the food pantries that we supply across the country to help feed the 50 million Americans, one-third of them children, who live in families that lack sufficient food.”